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ABSTRACT

Although the primary purpose of the Neighborhood Networks program in Hartford (Connecticut) is to help residents get jobs, the establishment of community computer centers can benefit senior citizens and children in addition to would-be job applicants. There are six primary types of computer centers: (1) those that introduce computers in general; (2) specialized centers for senior citizens or children; (3) business software centers; (4) centers devoted to education; (5) centers devoted to job readiness skills; and (6) centers focusing on economic development. Centers focusing on education may include remedial education materials, children's educational programs, high school equivalency, and English-as-a-Second-Language programs. Suggestions are made for starting any type of computer center, and the minimum elements for a Neighborhood Networks computer center plan are outlined. (SLD)

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Creating Neighborhood Networks Computer Centers

By U.S. Department of Housing and Urban Development

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U.S. Department of Housing and Urban Development
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CREATING NEIGHORHOOD NETWORKS COMPUTER CENTERS

Some of the following was adapted from a presentation by Jacqueline T. Jones, of Interstate Realty Management, Marlton, NJ, in the Hartford Office, on 11/6/98. More information on the program is available from http://www.hud.gov/nnw/nnwindex.html

The primary purpose of the Neighborhood Network program is to help residents get jobs, and better jobs. Other programs, like senior and children's centers, are good. The one performance criteria for any center that serves people who aren't seniors or children is how many residents have been placed, and stayed, in jobs.

STEP 1: **INVOLVE RESIDENTS FROM THE BEGINNING**, IN AS MANY PHASES AS POSSIBLE. THEY ARE YOUR CUSTOMERS. USE FOCUS GROUPS AND SURVEYS. Don't just survey need, and interest, survey strengths. ASK who has computer experience, who might be willing to volunteer. You might find several volunteers just through surveys, or even word of mouth. If you ever plan to charge use fees, mention this up front. ALWAYS tell residents exactly what to expect- this will make you credible. If you don't know something, say so.

STEP 2: **ASSEMBLE A COMMITTED TEAM** your allies don't all wear the same uniform. You get the best allies by appealing to interest, not to job title. A team of 3 focused people is much better than 30 people who fight all the time. John Kretzmann's outfit surveyed 400 community organizations in a Chicago neighborhood. Of that number, 75% were willing to do more in their community- and had never been asked. Every successful center we have spoken to says "You gotta open your mouth" and "You don't get what you don't ask for".

There is something "sexy" and mysterious about a computer center that really turns people on. People can fall in love with it. One center had a nearly constant stream of volunteers coming in, from a carpenter, to offers of free carpet and internet access, to a laywer who paid a year's electric bill, to banks that offered chairs. We see this pattern in a number of centers. "Case management" is intangible, it doesn't turn people on. A computer center is a real, physical entity that is exciting. Case management will occur, but the center attracts attention.

Remember that creating a center means SELLING THE IDEA. Think about the benefits to anyone who could help. Think "win-win". You will want a "partnership" or "steering committee" consisting of members of the community, business partners, residents, etc. This is a great resource for the computer center team. You can have smaller committees for assistance, such as Outreach, Policies and Procedures, etc. People will be involved at roughly the following levels.

1. "Herd member". These people don't care one way or the other.

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2. "Saboteur". These people come to meetings to vent their frustrations with their lives, say "it won't work" or "we tried that and it didn't work" or "they will never let it happen". Recognize who they are, and work to minimize their influence. Anyone who runs successful meetings keeps things very focused, and absolutely forbids venting. Nothing will poison a focused group more quickly than venting. Venting in a group is grossly disrespectful. Those who need to vent need to do it one-on-one.

3. "Window Shopper": includes people working on other community projects. These are people interested in seeing somebody else create the center, but who are not themselves committed.

4. "Interested Prospect": people who think they might be interested in becoming a part of the partnership, at some point, but who don't want to commit or take an active role right now. Make sure politicians in particular are invited to grand openings, and give them lots of credit, so they are invested in what you're doing.

5. "Participant": People who want to commit right now to creating/running a center, who will do things, who still need guidance. Businesses approached properly may be willing to make in-kind donations. Volunteers MUST have a coordinator, so that students show up for classes they teach, so that they get the appreciation, so that they can stay excited and committed.

6. "Working group": People who are committed, who know they will create the center. Working group members are the ones who organize the meetings and keep them on track. They take an active part on a regular basis, are part of decision making, gather as often as is practical, make plans, initiate things, organize, etc. You don't have to be a leader-type to be part of the working group, since it's a cooperative process. The only prerequisite is a willingness to get actively involved.

7. "Leader", aka fanatic. Generally this is the person who makes the center happen, who is the center of the concentric rings that create the center. All successful community efforts can be traced back to one person- and this is the person. This person is usually the source of the vision that is fleshed out in the form of a center.

STEP 3: **MAKE A VERY CLEAR PICTURE OF EXACTLY WHAT YOU WANT TO CREATE**, AND THEN TRANSLATE THAT INTO A BUSINESS PLAN. As with many fields, preparation/planning is 90% of the work, be it painting, construction, or whatever. Why do you want a center? If you are using HUD funds, you will need to pick a measurable "baseline" of how things are now, say educational levels, that you can measure in the future to show improvement, to justify the HUD funds. Do your planning well. If you start out very organized, that will be its energy, but if you start out disorganized, that it will be very hard to tighten up. Some people "learn as they go", and some get Professional help for this planning phase.

Decide which groups of residents you will work with. Some centers have job skills work during the day, children's programs after school, and general use at night, for example.

Think of software as the engine in a car; a car with no engine isn't very useful. A good engine can take you where you want to go. A powerful engine won't fit in an old car. Using another metaphor, a TV without programming isn't worth much. When looking for software, see what other people have, and read software reviews. You will need a virus scan, and to update it often. If you buy computers, good equipment lasts longer. We are aware of a center that works with Red Cross certified babysitters. Child care up to 4 hours doesn't require a Child Care center certification, which is expensive in this state.

Cooperative child care, i.e. trading off child care, is another way to handle this issue.

STEP 4: **GET LOCKABLE, DEDICATED SPACE** FOR THE CENTER Don't overlook volunteer work: you can construct the tables yourselves, cheaply, for example. Some centers are wiring individual units as well, so people can hook into a LAN at 2 AM, and not need supervision. Two centers we know of volunteered to the phone company to be test T-1 sites, which meant free instant Internet access. Amenities and comforts help learning: a refrigerator to keep lunches in, water cooler, and source of hot water might be very helpful. Consider the lighting, colors, and so on. What makes you comfortable?

STEP 5: **GATHER RESOURCES**, ACCORDING TO THE TIMELINE OF THE PLAN The Wampanoag nation elder & storyteller Manitonquat says fun was put on the earth by the creator to help mark out correct solutions. Always ask this question: "How can we have more fun doing the job better?"

When you hire staff, people-oriented employees with some technical experience will serve your residents far better than techies with no people skills. Techies like equipment, not people.

Seek out as many partners as you can find. Use the newspaper, yahoo.com's mapping features, and network. If possible, see if you can't set up an internship program with a community college, so that students can get credit for volunteering in your center.

STEP 6: PROGRAM PLANNING, FINAL MARKETING AND **GRAND OPENING**

Any job-related program should be as close to the real world as possible, including a mandatory show-up time, dress code, with rules, and standards for getting along with other people. There is a whole range of skills involved with the work world, including taking directives and criticism, and discipline. If clients can't do it in the center, they can't do it in the workplace. Have a realistic orientation up front- tell clients exactly what to expect, what they will have to do, anticipate what they will face, in terms of wages vs. budgeting, [i.e. that they may not start at a high-paying job, they may have to start part-time, that they have to get INto the system before advancing] benefits, hours, transportation, and child care. They are used to being lied to, so be totally honest and open about the challenges they will face. The consequences of drug use during the program, and at work, must be spelled out during orientation. IRM has clients sign an agreement, which is not a bad idea. They also have graduation ceremonies, which mean a lot to their clients.

Layered feedback, i.e. bringing successful former residents in to talk to clients, is extremely helpful. Also, never assume you know what residents need: find out what residents are interested in. They may surprise you with incredible dreams, and achieve them. Consider having residents trained as day care providers; some states allow up to a certain number of kids in a home, without having to have a special license.

You want to deal with the "whole person". IRM has an extensive social services program, that interfaces with their computer center, offering

life skills training, after school programs, job readiness training, resume' and interview training. All of this is relevant. IRM in some cases went knocking on doors to recruit residents. They felt the key was getting resident leader interest- once they bought in, the program was easy to sell. Their centers have become a hangout for their resident associations, which is great- this gets over the fear, which is the biggest single obstacle to computer training. Peer counsellors are used. They want strong role models, "people who care", because somehow they make things work. The key is passing on useful life skills, the computer center supplements this work. Graduates help train others, and sometimes even do work for pay, out of the center. They have centers in good and bad areas. What matters, however, is that their strong resident groups have a very strong sense of community, and take care of their center. There is no on-site security. They say that sense of community makes a major difference.

Most of their centers are at maximum capacity, and they've had to add night classes, working with a community college. They emphasize the importance of good relationships with businesses. They let businesses know up front what they face, issues and challenges, and work with them and residents. They go for many different sources of funding, "sponging" for whatever they can get. One site has computers donated by HUD, another has a leased trailer, since there is no community building. For older donated computers, they have auctioned them off to buy better equipment, or bartered them for donations of time. Suitability, in Lowell, MA, is an example of a place that provides donated interview clothing for women, something IRM does also. They also have help with interview preparation, and tutors. IRM makes friends with the Building Inspector early on, also. They use volunteers to fill gaps in what paid staff can do.

STEP 7: **MAINTAIN ONGOING FUNDING AND OPERATIONS** Don't count on grant funds for ongoing operations, if possible. Aim at being self-sufficient after year 1.

STEP 8: HELP RESIDENTS CREATE NEW AND BETTER SOURCES OF ENTREPRENEURIAL INCOME

What kinds of businesses are possible, using computers? Well, data processing, as with geocoding and computer mapping programs, as in e.villages, in Washington, DC. What else could you do with the Internet? Background checking services are a possibility.

Graphics services, using programs like Adobe Photoshop, Pagemaker, Quark XPress, and Bryce 3D, among others, are a possibility. You can get a free HTML editor to do Web Pages with, from www.download.com, one of several freeware/shareware sites on the Web. www.andyart.com is one of several Websites that offers free Java graphics, with many more available for a small fee. Use an Internet Search engine such as dogpile.com or search.com or lycos.com or yahoo.com or gobot.com, to track down other information.

KINDS OF CENTERS

There are 6 levels of Computer Centers. Your center could address all

6 levels, or some mix.

I. INTRODUCTION TO COMPUTERS/SIMPLE WORDPROCESSING 3
II. SPECIALIZED: CHILDREN'S PROGRAMS/ SENIOR PROGRAMS 3
III. BUSINESS SOFTWARE 4
IV. EDUCATION 5
V. JOB READINESS SKILLS 5
business software 5
skills remediation 5
job readiness training 5
VI. ECONOMIC DEVELOPMENT 6
INTERNET ACCESS 6
RECOMMENDED MINIMUM ELEMENTS FOR A NN PLAN 6

I. INTRODUCTION TO COMPUTERS/SIMPLE WORDPROCESSING

These centers can be started in churches and other places. They perform a very valuable function: they get people over their fear of computers. If you don't have a lot of techie volunteers, and minimal funds, this is your best level. Remember that as you go out and ask for funds down the road, having a going concern puts you in a much stronger position than just trying to sell someone on a gleam in your eye. When you upgrade... hang on to your older computers, if you have space. I can wordprocess on an 8088 system just fine. We have also seen centers give their older computers to shut-ins, so they have some window to the world.

FUNDING REQUIREMENTS: could be done with donated equipment and volunteers. Supplies and power could be the only real expenses.
EQUIPMENT REQUIREMENTS: 286's or Apple II's, or whatever else you can get up from there. You can run Windows 98 on 286's, from a high-end server, with a program like Terminal Server, or WinFrame. For full capacity, you'd need a minimum of a 386 with 4 MB of RAM.

II. SPECIALIZED: CHILDREN'S PROGRAMS/ SENIOR PROGRAMS

This level adds games, and simple software for genealogy, organizing collections, resume's, printing newsletters, Internet familiarization, &c. This also includes examples like Senior computer centers doing intergenerational work with youth.
The elderly are the fastest growing segment of Internet use.
Kids have more time for computers, and learn about them more quickly.
Why see them just as clients, why not develop them as tutors?

Computer centers are an AMENITY, adding value to the property.

Consider Edutainment software, such as "Where in the World is Carmen Sandiego?" or Encarta. Staff will need to provide activities around the software, unless you have an extensive selection. If you are working with middle school aged youth, plan to have a large, varying CD library.

The "off the shelf' software assists youth through educational games. It is difficult to evaluate your program based on off the shelf packages. You need to look towards other avenues for this information, such as report cards. The Norwalk Housing Authority, Connecticut's model, plans field trips and the children have to bring their report cards to attend. (with consent from parents, which has not been a problem). if you are working on homework help, plan to have at least 1 person per 5 people. You may need a network to run if you plan to buy an educational software package such as Plato or Invest Learning. I am pretty sure Invest does not sell software on a stand alone basis anymore. These packages are good for assessing your learners especially when you cannot get information from school system.

FUNDING REQUIREMENTS: Could be done with donated equipment and volunteers.
EQUIPMENT REQUIREMENTS: 286's up, depending on software.

III. BUSINESS SOFTWARE

This level includes modern packages such as Microsoft Office or Lotus Suite, with wordprocessing, spreadsheet, database, and graphics programs in one. This level is NOT JOB TRAINING.

Just having Microsoft Office or Wordperfect Suite is NOT job skills training. You need to know how to "drive the car" before you get the keys; Microsoft Word, for example, presumes about an 8th grade reading level. If someone reads at a first grade reading level, they are not going to be able to benefit much from a wordprocessing program. We have talked to people who said "Computer Centers don't work". When we inquire further, we find that often, they bought office software, and expected people at a 4th grade reading level to figure out a database program. A car goes nowhere without an engine, and a computer goes nowhere without appropriate software.

FUNDING REQUIREMENTS: can be done solely with volunteers
EQUIPMENT REQUIREMENTS: 386's with at least 8 MB of RAM minimum.

IV. EDUCATION

This level adds remedial education, children's educational programs tied in with schools, GED, and possibly English as a Second Language courses. Employers need people with at least an 8th grade reading level, for example. The Norwalk Housing Authority offers space to community colleges for them to hold classes, perhaps offering free spaces to residents.

FUNDING REQUIREMENTS: Paid staff preferable, supplemented with volunteers
EQUIPMENT REQUIREMENTS: 486's with 16 MB of RAM, minimum.

V. JOB READINESS SKILLS

This level adds job skills training software, above and beyond just remedial stuff. There are 3 major areas to cover:

business software, like Microsoft Office, and Lotus Suite. Microsoft and Lotus will donate this kind of software to nonprofits doing computer skills trainings.

skills remediation: employers want employees reading at about an 8th grade reading level, and basic math skills.

job readiness training: interviewing, rapport, that kind of thing. While live instructors are better, there is some software for this. You laugh, but you may be training people who don't know what an alarm clock is. One must deal with people where they are, not where we'd like them to be.

Job Readiness Skills software MUST have:

1. Assessment of educational level
2. Remedial reading/writing
3. Aptitude of skills
4. Job Search tools
5. Minimum of a 486 DX, Pentium preferable

It IS possible to have higher end computers on a relatively cheap long term lease- given rapid changes, this may be the way to go for you. For Job Skills training, GET PARTNERSHIPS with Job Links Agencies. [www.doleta.gov] Why?

* They need GED qualified trainees
* They have the staff to teach, but not the hardware/software
* They will receive Welfare-to-Work funds
* They are the link to corporations and job opportunities
* They might RENT space [YOUR space] for training

[What is the BIGGEST expense of a center, once up and running? STAFF. HERE IS A CHEAP SOLUTION!]

FUNDING REQUIREMENTS: Paid staff.

EQUIPMENT REQUIREMENTS: Pentiums, generally.

VI. ECONOMIC DEVELOPMENT

This level adds microenterprises, and other money-making ventures associated with computers. Edgewood Terrace, in Washington, DC, converted its computer center into a for-profit data processing business.

Computer centers don't exist in a vacuum. Computer centers can and should be part of larger programs such as Weed & Seed, and similar community efforts.

What about marketing the center to community colleges for adult ed classes, that they could offer right in the community? Who else could you market your center to?

INTERNET ACCESS

This isn't really a level- Internet access should be a part of all centers. You need a minimum of a 386 with 16 MB of RAM. The faster the computer, or the more RAM, the better. A Pentium II on a T1 line, or a cable modem, would be ideal. If you called your center the "MA BELL" CLC, would the phone company be willing to let you have some ISDN and/or T-1 lines for Internet access, free? This would be cheap advertising, for them. Could you work a cable modem deal like this? You may want a screening program, to keep people away from X-rated sites.

You could also run your high end programs on a cutting edge server, in the Pentium PII/450 range, from a central site, over a Local Area Network, to multiple computer center sites. Cable modem is your best bet for speed, though T-1 lines would also probably be fine. If you are doing LAN's, you want a 10BaseT Ethernet network, with cards with either RJ-45 or BNC connectors. ARCnet is no longer industry standard, and Token Ring is too expensive.

RECOMMENDED MINIMUM ELEMENTS FOR A NN PLAN

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I. Summary
II. Project Data
III. Research Methodology
IV. Focus Groups & Resident Surveys
V. Objectives/Conclusions
VI. Description of Hardware, Programs, and Network Requirements
VII. Location/Spatial Requirements
VIII. Start-up budget
IX. Schedule
X. Staffing & Governance
XI. Program
XII. Action Steps
XIII. 3 year operating budget
XIV. Funding
XV. Community Affiliations
XVI. Assessment/Evaluation

A special thanks to Veronica Wood, Ed Hayden, Jeanne Murphy, Ron Netter, and others who contributed to the creation of this short guide.

Let's see what it's like to pull it all together:

When I look at negative activities, I always ask myself, what would it take to so fascinate people, to offer them so much fun, meaning in life, so many opportunities to create healing beauty, so many neat activities, that they just lost interest in all those negative activities? Since our lives are the crystallization of the questions we ask, answers come up, as they did last night.

Last night [12/3/98, I was invited to the Grand Opening of a Neighborhood Networks [NN] Computer Center, in Holyoke. Now, Holyoke has a reputation as a problem city; teen pregnancy, drug statistics, & so on are all not at great levels, or so I'm told. I got off on the Main St. exit, from I91, and drove slowly, to 416 Main Street. It was easy enough to find: there was a massive sign, that said "Neighborhood Network". The building is a converted bank branch, that had been abandoned. It looks great, really inviting.

The Master of Ceremonies was my Congressman, John Olver, from the first Congressional district. Not a guest, mind you, the Master of Ceremonies. The center was apparently SRO, with people. 20 computers, off a file server. At least 80% of the center was donated. Jeannie Dewey, Resident Services Coordinator, of Marken Properties, manager of the nearby Sergeant West Apartments, was the sort of crystal seed around which this center grew, with apparently quite a bit of help from Sarena Neyman, a Services Coordinator with the Holyoke Housing Authority, and many, many, many other people. They worked together closely enough that Marken apparently helped with travel costs to the NN conference in Atlantan earlier this

year.

The list of donors is longer than your arm. The nearby fire station helped, Springfield College helped, a job-training agency was involved, I could not believe the lengthy list of volunteers. They have read Dale Carnegie: they have brass plaques on a nice wooden frame, with the name of every volunteer who ever helped them. Their "wallpaper" at the workstation is a picture of the center. They had at least 4 newspaper reporters there. The center has been the subject of several news articles, including a Sunday magazine feature. [They held a press conference 2 weeks ago; no-one from the press showed up, but many people from the community did, and they "had a blast". When the newspapers found out how many people had come, they decided they didn't want to ignore this phenomenom any more.] Apparently Jeannie was interviewed by NPR, as well. I asked some of the volunteers how many positive items appeared in the paper about Holyoke, aside from this center: they all said, "none".

There is a bar across the street, sometimes patrons parked in the NN center lot. She walked across the street, and into the bar, and announced to patrons that she would prefer they not park in her lot, if they were going to use the computer center, fine, they were welcome, but please not to park there when drinking. This is a bar where the police are called regularly for problems, but they were quite agreeable, and have not only not given her any trouble, they look out for her car, they watch it for her. I find this pattern common, for people who "care", and are really committed to doing good things in communities. I heard a Services Coordinator from a Housing Authority say that the drug dealers helped him out, too, because they "knew they were damned", and going to die soon, but they helped him because he was helping out their younger brothers and sisters, with a chance of escaping and "making it". Somehow,"caring" alters the way people see you, and it is almost as if the Universe bends to support you, it's hard to explain.

I asked her how she did it. She said, "Well, it's hard to put in words. I just loved everyone who walked through the door. We never asked for donations; we just invited people to come down and see what we were doing. Somehow, as soon as they came through the door, they wanted to help us out, however they could." The carpeting, tables, and other equipment was donated. Somehow, whatever they needed just found its way to the center. Sarena Neyman, of the Holyoke Housing Authority, was allowed to help because the Housing Authority will be creating its own computer center soon. They both worked unbelievable hours, with an obsession that I recall from college; you get so totally into the task that time doesn't have meaning, and you have to force yourself to sleep, you become one with the task, the task expresses itself as you, that sort of thing. It's hard to explain to people who have never been committed to anything with intensity, but for those who have, well, you know exactly what I mean.

There is something "sexy" and mysterious about a computer center that really turns people on. People can just fall in love with it.

The E. Lansing, MI Housing Commission's computer center is like this, it really shows in their videotape. This center, in Holyoke, during construction, had a nearly constant stream of volunteers coming in, from a carpenter, to offers of free carpet and internet access, to a laywer who paid a year's electric bill, to banks that offered chairs. This is not an unusual pattern. "Case management" is intangible, it doesn't turn people on. A computer center is a real, physical entity that is exciting.
Case management and counselling will occur, but the center attracts attention. Comparable: would you buy Soy Flour, at $1.50/lb, and eat it regularly? Probably not. However, people eat Protein Powder, at $10+/lb, of which the primary component is you guessed it, Soy Flour, all the time. It's all in the marketing, and what excites people.

T-3 lines I think run $2,000 for installation, then $800 a month, in our area. They are instant Internet access. What is a free T-3 line worth, as she notes in her message, below? Yep, that's right, free. There are other freebies like that, I didn't catch them all, there were so many.

I have used the name "Neighborhood Superstars" in the past to describe the people who make things like this happen. It certainly applies here. Jeannie came to a training I did, in her first week of work. She was about to quit in disgust, however, she said she was inspired enough by what I put out to stick it out. I was a little late, apparently several nice things were said about me in the presentation, it would have been embarassing to hear them. All I did was put out the ideas, and try to inspire folks, other people did the real work on this. It's much better when other people get the credit, anyway, it's best to do good works in secret, unless you are marketing, of course. Besides, there isn't much glory in my agency, anyway. Several HUD people had a hand in helping this center to occur, I don't know them all, I know Mari Adams and Morella Lombardi, and Warren LNU, for example, had some part in it. ICF Kaiser provided some of the training material I used, and some other support. There were many, many other people, I probably listed 1/100 of them, and regret any omissions. Dana DiCocco, manager of Sergeant West apartments, nearby, got a Drug Elimination Grant, and was part of a successful New Approaches grant, said she got them due to the training we offered in my office. She said she remembered me saying that if you wanted something bad enough, and were willing to work hard, you could create anything you want.

For the donors, this is a definite win-win: Jeannie makes sure they get image, and helping the community become healthy helps them, as well. I volunteered to coordinate the NN program in my state as soon as I heard about it; I walked into my supervisor's office, and said, "I don't care what I have to do, please put my name down." Something about computer centers puts hope in the eyes of our residents, and I guess I've kinda gotten addicted to that. Little else they face in life does that.

Hey Michael -

I am so sorry it took me so long to answer this message. I am

frantically preparing for our grand opening on December 3rd. Regarding the listserver, I did get it from www.onelist.com. It's very simple to set up a listserv.

Regarding the Grand Opening -- I am hoping that my volunteers sent you a formal invitation. I am sending another one out today just in case. You have got to come see this place, which is a freaking miracle if there ever was one. We have a 20 station high speed, completely state of the art network with full time high speed Internet access (the lines won't be in for the Opening because Bell Atlantic pushed off our install date until the 14th, but a local ISP gave us FREE, yes I said FREE, T3 line access, webpage, unlimited email addresses ... they are even paying our monthly phone bill!!!), brand new furniture, a coalition of the Housing Authority, the city's largest NPO, and Marken Properties (previously known to most as "those greedy bastards) and virtually every Human Service organization in the city, and volunteers coming out of the woodwork. Congressman Olver is officiating our Grand Opening and will be presenting a Congressional Citation to one of our volunteers. Gel your hair down well, 'cuz this place will blow your mind.

PLEASE PLEASE PLEASE Come, if at all possible, I want you to see this. Thursday, December 3rd, from 3 to 7pm (ceremonies start at 4).

Hope to see you soon, Micheal. Your workshops and info were instrumental in getting me off the ground. Bless you.

Jeannie

At 02:27 PM 11/12/98 -0500, you wrote:

www.infoteam.com is another outfit that does that sort of thing, at least with free websites for nonprofits, along with www.icomm.ca. Do an Internet search at a search engine for "hosting sites" and "nonprofits", there must be others.

>I believe it's www.onelist.com that has free listservers.

>Jeannie, how did you get your listserver up?

^
Jeannie Dewey, MSW
Coordinator Extraordinare
Neighborhood Networks Center
Phone: 413/552-0385 Fax: 413/552-0430
I am not standing here before the Light to cast shadows
^*^